



Timika Shafeek-Horton  
Deputy General Counsel  
550 South Tryon Street  
Charlotte, NC 28202

Mailing Address:  
DEC 45A/PO Box 1321  
Charlotte, NC 28201  
704 382 6373 Direct  
980 373 8534 Fax

Email [Timika.Shafeek-Horton@duke-energy.com](mailto:Timika.Shafeek-Horton@duke-energy.com)

September 28, 2012

Jocelyn G. Boyd  
Chief Clerk/Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, SC 29210

Re: **Order Approving Joint Dispatch Agreement**  
**Docket No. 2011-158-E**

Dear Mrs. Boyd:

In Order No. 2012-517 Approving Joint Dispatch Agreement ("JDA"), the Public Service Commission of South Carolina ("Commission") conditioned its approval of the JDA on, among other things, Duke Energy Carolinas, LLC ("DEC") and Progress Energy Carolinas, Inc.'s ("PEC") guarantee that their retail customers would receive pro rata benefits equivalent to those approved by the North Carolina Utilities Commission in its order ruling upon the companies' merger application. *Id.* at 41. One such benefit is the requirement that DEC, PEC and the South Carolina Office of Regulatory Staff work with other interested parties to propose, within ninety (90) days after the close of the merger, a Commission rulemaking to standardize the indices used to measure and report electric utility service quality.

DEC and PEC are working to evaluate whether there are distinct differences between the indices they use to measure and report electric utility service quality in South Carolina and if there are, what consistent measurements should be proposed. DEC and PEC are also working to determine whether they have any additional comments in this regard to propose to the Commission for consideration.

Consequently, DEC and PEC hereby respectfully request an additional thirty (30) days, or until November 5, 2012, to propose the manner in which the DEC and PEC should proceed.

Sincerely,

Timika Shafeek-Horton  
Deputy General Counsel

cc: Nanette Edwards, ORS  
Shannon Hudson, ORS  
Courtney D. Edwards, ORS  
John Flitter, ORS